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POD Manager

Purpose: Responsible for administrative oversight of the entire POD.

Staff: A public health professional with strong supervisory and decision making skills.

Process:

- Identify a clinical manager.
- Ensure staffing requirements are met, both clinical and non-clinical.
- Make appropriate assignments using the mass prophylaxis organization chart described in Appendix C, Chapter 2.
- Ensure orientation of non-clinical staff.
- Supervise non-clinical staff through area leaders.
- Communicate with NJDHSS, clinical manager, area leaders and staff as needed.
- Ensure security of clinic site and medications, through security staff.
- Ensure clinic setup, operation and tear down through supervisory staff.
- Serve as trouble-shooter and resource person during clinic operation, or clearly communicate designee.
- Facilitate staff debriefing at shift change and/or at the close of the clinic.



JOB ACTION SHEET

Position: POD Manager

Location: On-site

Role: Responsible for administrative oversight of the entire POD

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Brief staff, as needed
- ☐ Ensure site is physically set-up and ready for operations
- ☐ Hold clinic "walk through" with clinical manager

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Supervise all administrative aspects of the clinic
- ☐ Ensure staffing requirements are met, both clinical and non-clinical
- ☐ Make appropriate job assignments using the NJDHSS POD operations organizational chart
- ☐ Ensure clinic operation through supervisory staff
- ☐ Orient and supervise non-clinical staff through area leaders
- ☐ Ensure security of clinic site and medication through security liaison
- ☐ Communicate with NJDHSS, clinical manager and other staff, as needed
- ☐ Act as spokesperson to communicate with media, as needed
- ☐ Serve as trouble-shooter and resource person during clinic operation

After your shift:

- ☐ Ensure tear down and clean up of clinic
- ☐ Facilitate staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming POD manager

Clinical Manager

Purpose: Responsible for clinical operations at the POD.

Staff: A public health nurse or physician with experience in planning and operating clinics.

Process:

- Coordinate with the POD manager concerning clinical issues.
- Communicate regularly with POD manager to ensure sufficient clinical supplies.
- Ensure staff follows universal precautions and practices appropriate infection control.
- Ensure reordering of clinical supplies.
- Assign/reassign clinical staff to meet needs throughout shift.
- Ensure orientation of clinical staff through area leaders.
- Supervise clinical staff through area leaders.
- Communicate with staff.
- Oversee medication receipt, reconstitution, storage and use.
- Oversee clinic setup, operation and take down, focusing on clinical issues.
- Serve as trouble-shooter and resource person for clinical operations, or clearly communicate designee.
- Report issues or problems to POD manager.



JOB ACTION SHEET

Position: Clinical Manager

Location: On-site

Role: Responsible for clinical operations at the POD

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Receive briefing from outgoing clinical manager
- ☐ Familiarize self with location of all clinic areas
- ☐ Brief staff, as needed

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Ensure staff practices universal precautions and appropriate infection control
- ☐ Coordinate with POD manager concerning clinical issues
- ☐ Communicate with POD manager to ensure sufficient clinical supplies
- ☐ Attend clinic walk-thru with POD manager
- ☐ Ensure reordering of equipment and clinical supplies
- ☐ Assign/reassign clinical staff through area leaders
- ☐ Ensure orientation of clinical staff through area leaders
- ☐ Supervise clinical staff through area leaders
- ☐ Communicate with clinical staff
- ☐ Oversee medication reconstitution, reception, storage and use
- ☐ Oversee clinic set-up and operations with POD manager
- ☐ Serve as trouble-shooter and resource person for clinical operations
- ☐ Report problems or issues to POD manager

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Facilitate staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming clinical manager

Clinic Communication Officer

Purpose: Responsible for coordinating communications at the clinic.

Staff: An individual with experience developing messages who is trained in risk communication, such as a health educator/risk communication specialist (HERC) or other communication professional.

Process:

- Inform POD manager of communication updates, as needed.
- Create and disseminate risk communication messages in coordination with NJDHSS Office of Communications and PIO, as needed.
- Act as or prepare a spokesperson to interact with media.
- Update messages in collaboration with NJDHSS and PIO, as needed.
- Participate in debriefing at shift change or close of clinic.
- Report issues or problems to POD manager.
- Notify security to handle disruptive individuals, as needed.



JOB ACTION SHEET

Position: Clinic Communication Officer

Location: On-site

Role: Responsible for coordinating communications at the clinic

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation
- ☐ Receive briefing from out-going clinic communication officer

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Inform POD manager of communication updates, as needed
- ☐ Field media calls and requests, as needed
- ☐ Act as or prepare spokesperson to interact with media
- ☐ Create and disseminate risk communication messages, in consultation with NJDHSS
- ☐ Update messages in collaboration with NJDHSS, as needed
- ☐ Monitor outside communication
- ☐ Report issues or problems to POD manager
- ☐ Notify security to handle disruptive individuals, as needed

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming clinic communication officer

Pre-POD Area Leader

Purpose: Supervises staff and acts as trouble-shooter for all activities in the Pre-POD area (e.g., Triage, Translators, Pre-POD Debriefing, Pre-POD Sick Bay, Pre-POD monitors, and Pre-POD runners).

Staff: A clinical or mental health professional with strong supervisory and decision making skills.

Process:

In coordination with POD manager:

- Make appropriate staff assignments.
- Ensure orientation and supervision of all Pre-POD staff.
- Assign/reassign staff to meet needs throughout shift.
- Ensure reordering of supplies.
- Oversee Pre-POD area setup, operation and tear down.
- Serve as trouble-shooter and resource person, or clearly communicate designee.
- Ensure security of the Pre-POD area, through security staff.
- Report issues or problems to POD manager.



JOB ACTION SHEET

Position: Pre-POD Area Leader

Location: On-site

Role: Supervise activities in the Pre-POD Area

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Receive briefing from outgoing area leader
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Make appropriate staff assignments
- ☐ Ensure orientation of all Pre-POD staff
- ☐ Assign/reassign staff to meet needs throughout shift
- ☐ Ensure reordering of supplies
- ☐ Oversee Pre-POD area setup, operation and take down
- ☐ Serve as trouble-shooter and resource person, or clearly communicate designee
- ☐ Ensure security of the Pre-POD area, through security staff
- ☐ Report issues or problems to POD manager

After your shift:

- ☐ Assist with tear down and clean up of Pre-POD area
- ☐ Attend staff debriefing at shift change and/or close of Pre-POD area
- ☐ Prepare area for next day operations, as needed
- ☐ Brief in-coming Pre-POD area leader

Fast Track Area Leader

Purpose: Supervise staff and act as trouble-shooter for activities in assigned areas at the POD (e.g., Reception, RESS, Fast Track dispensing, Fast Track aftercare, POD runners and POD monitors.)

Staff: A clinical health professional

Process:

In coordination with clinical manager:

- Make appropriate staff assignments.
- Ensure orientation and supervision of all area staff.
- Assign/reassign staff to meet needs throughout shift.
- Ensure reordering supplies.
- Oversee area setup, operation and tear down.
- Serve as trouble-shooter and resource person, or clearly communicate designee.
- Ensure security of areas, through security staff.
- Report issues or problems to clinical manager.



JOB ACTION SHEET

Position: Fast Track Area Leader

Location: On-site

Role: Supervise staff and act as trouble-shooter for activities in assigned areas at the POD (e.g., reception, RESS, Fast Track dispensing, Fast Track aftercare, POD runners and POD monitors.)

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Receive briefing from outgoing area leader
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Serve as resource person and administrative liaison for Fast Track workstations: triage, RESS, Fast Track dispensing and aftercare/observation, and inside monitors
- ☐ Report issues or problems to clinical manager

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming Fast Track area leader

MAIN Line Area Leader

Purpose: Supervise staff and act as trouble-shooter for activities in assigned areas at the POD (i.e., registration, station & roving education, medical screening, MAIN Line dispensing, and MAIN Line aftercare.)

Staff: A clinical health professional

Process:

In coordination with clinical manager:

- Make appropriate staff assignments.
- Ensure orientation and supervision of all area staff.
- Assign/reassign staff to meet needs throughout shift.
- Ensure reordering supplies.
- Oversee area setup, operation and tear down.
- Serve as trouble-shooter and resource person, or clearly communicate designee.
- Ensure security of areas, through security staff.
- Report issues or problems to clinical manager.



JOB ACTION SHEET

Position: MAIN Line Area Leader

Location: On-site

Role: Supervise staff and act as trouble-shooter for activities in assigned areas at the POD (i.e., registration, stationed & roving education, medical screening, MAIN Line dispensing, and MAIN Line aftercare.)

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Receive briefing from outgoing area leader
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Make appropriate staff assignments
- ☐ Ensure orientation and supervision of all area staff
- ☐ Assign/reassign staff to meet needs throughout shift
- ☐ Ensure reordering supplies
- ☐ Oversee area setup, operation and tear down
- ☐ Serve as trouble-shooter and resource person, or clearly communicate designee
- ☐ Ensure security of areas, through security staff
- ☐ Report issues or problems to clinical manager

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming MAIN Line area leader

Medical Area Leader

Purpose: Supervises staff and acts as trouble-shooter for assigned areas at the POD (i.e., POD Sick Bay, medical consultation, translators, POD debriefing and mental health rovers.)

Staff: A clinical health professional

Process:

In coordination with clinical manager:

- Make appropriate staff assignments.
- Ensure orientation and supervision of all area staff.
- Assign/reassign staff to meet needs throughout shift.
- Ensure reordering supplies.
- Oversee area setup, operation and tear down.
- Serve as trouble-shooter and resource person, or clearly communicate designee.
- Ensure security of areas, through security staff.
- Report issues or problems to clinical manager.



JOB ACTION SHEET

Position: Medical Area Leader

Location: On-site

Role: Supervise staff and act as trouble-shooter for activities in assigned areas at the POD (i.e., POD Sick Bay, medical consultation, translators, and POD debriefing/mental health rovers.)

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Receive briefing from outgoing medical area leader
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Make appropriate staff assignments
- ☐ Ensure orientation and supervision of all area staff
- ☐ Assign/reassign staff to meet needs throughout shift
- ☐ Ensure reordering supplies
- ☐ Oversee area setup, operation and tear down
- ☐ Serve as trouble-shooter and resource person, or clearly communicate designee
- ☐ Ensure security of areas, through security staff
- ☐ Report issues or problems to clinical manager

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming medical area leader

Administrative Area Leader

Purpose: Supervises staff and acts as trouble-shooter for administrative activities at the POD.

Staff: A public health professional with strong supervisory and decision making skills.

Process:

In coordination with POD manager:

- Make appropriate staff assignments.
- Ensure orientation of all area staff.
- Assign/reassign staff to meet needs throughout shift.
- Ensure reordering of food, drink and supplies.
- Oversee area setup, operation and tear down.
- Serve as trouble-shooter and resource person, or clearly communicate designee.
- Ensure security of areas, through security staff.
- Report issues or problems to POD manager.



JOB ACTION SHEET

Position: Administrative Area Leader

Location: On-site

Role: Supervise staff and act as trouble-shooter for administrative elements of the POD (i.e., check-in, hospitality, translators, housekeeping, staff trainers, and communication technician).

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Attend clinic orientation
- ☐ Receive briefing from outgoing area leader
- ☐ Familiarize self with location of all clinic areas

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Make appropriate staff assignments
- ☐ Ensure orientation and supervision of all area staff
- ☐ Assign/reassign staff to meet needs throughout shift
- ☐ Ensure reordering of food, drink and supplies
- ☐ Oversee area setup, operation and tear down
- ☐ Serve as trouble-shooter and resource person, or clearly communicate designee
- ☐ Ensure security of areas, through security staff
- ☐ Report issues or problems to POD manager

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming administrative area leader

Facility Liaison

Purpose: Ensure facility is in working order for clinic operations.

Staff: Owner/Operator of facility or site.

Process:

- Maintain site for use during clinic.
- Communicate with POD manager regarding facility issues.
- Ensure facility utilities (i.e., heat, air conditioning, water, lighting, refrigeration) are operational and functioning properly.
- Ensure accessibility to facility (i.e., doors unlocked, snow removed from entrances and parking lots, lawn mowed, etc.).
- Coordinate initial delivery of clinical and non-clinical supplies and equipment with POD manager.
- Report problems to POD manager.
- Notify security, as needed.



JOB ACTION SHEET

Position: Facility Liaison

Location: On-site

Role: Ensure facility is in working order for clinic operations

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Maintain site for use during clinic
- ☐ Communicate with POD manager regarding facility issues
- ☐ Ensure facility utilities (i.e., heat, air conditioning, water, lighting, refrigeration) are operational and functioning properly
- ☐ Ensure accessibility to facility (i.e., doors unlocked, snow removed from entrances and parking lots, lawn mowed, etc.)
- ☐ Coordinate initial delivery of clinical and non-clinical supplies and equipment with POD manager
- ☐ Notify security to handle disruptive individuals, as needed
- ☐ Report issues or problems to POD manager

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief incoming facility liaison

Inventory Controller

Purpose: Oversee inventory management and reordering of supplies.

Staff: Administrative professional with experience and excellent organizational skills.

Process:

- Communicate with area leaders regarding clinical and non-clinical supplies and equipment needs.
- Maintain appropriate clinical and non-clinical inventory.
- Communicate with area leaders to facilitate re-stocking of clinical and non-clinical supplies and equipment.
- Coordinate with NJ OEM to order additional clinical and non-clinical supplies and equipment.
- Replenish clinical and non-clinical supplies and equipment for next day, as needed.
- Report issues or problems to POD manager.
- Notify security to handle disruptive individuals, as needed.



JOB ACTION SHEET

Position: Inventory Controller

Location: On-site

Role: Responsible for inventory management and restocking of equipment, clinical and non-clinical supplies for the clinic

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Communicate with area leaders regarding supplies and equipment needs
- ☐ Maintain appropriate clinical and non-clinical inventory
- ☐ Communicate with area leaders to facilitate re-stocking of clinical and non-clinical supplies and equipment
- ☐ Coordinate with NJ OEM to order additional supplies
- ☐ Report issues or problems to POD manager
- ☐ Replenish clinical and non-clinical supplies and equipment for next day, as needed
- ☐ Notify security to handle disruptive individuals, as needed

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming inventory controller

Medical Director

Purpose: Provide medical guidance at the POD.

Staff: Physician with a valid New Jersey medical license.

Process:

- Sign standing orders for POD.
- Oversee clinical operations at the POD, through the clinical manager.
- Ensure epidemiological guidance and follow up if individual is deferred or refuses prophylaxis.
- Report issues or problems to POD manager.



JOB ACTION SHEET

Position: Medical Director

Location: On-site

Role: Provide medical guidance at the POD

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Sign standing orders, as needed
- ☐ Oversee clinical operations at the POD, through the clinical manager
- ☐ Report issues or problems to POD manager

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming medical screening staff

Reception Staff

Purpose: Reconfirm participant eligibility and sort to MAIN line or Fast track path.

Staff: Clinical health professionals and public health professionals with excellent communication, decision-making and assessment skills; trained administrative professionals, as needed.

Process:

- Wear appropriate PPE.
- Confirm that participant has been cleared through reception by observing wristband.
- Re-confirm that the participant meets eligibility criteria:
 - If they do not, have security escort the participant to the debriefing area or out of the clinic area.
- Confirm registration form is complete; if the registration form is incomplete, defer participant until form is complete.
- If the participant is an eligible adult and has no additional questions or medical concerns, direct to the Fast Track line.
- If the participant is an eligible adult and has any questions or medical concerns, direct to the Main Line.
- If one individual is picking up medication for several household members:
 - Direct to the RESS workstation if all forms are complete and there are no additional questions or medical concerns.
 - Direct to the registration workstation if there are any questions or medical concerns to the Main Line.
- If the participant is an eligible child (under 18 years of age), the above must be completed, as well as the line requesting the child's weight. A parent or guardian must accompany minors.
- If the participant is noticeably ill, direct to the Inside Sick Bay. Sick individuals will not be prophylaxed at the mass clinic.



JOB ACTION SHEET

Position: Reception Staff

Location: Reception Workstation

Role: Sort eligible individuals to MAIN Line or Fast Track line

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation
- ☐ Put on appropriate PPE

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Confirm registration form is completed
- ☐ Confirm that individual has wristband and is eligible to receive prophylaxis
- ☐ Sort eligible individuals to one of three areas: Main Line, Fast Track or Inside Sick Bay
- ☐ Direct individuals with completed forms who have no additional questions or medical concerns to the RESS workstation
- ☐ Direct individuals who have any questions or medical concerns to the Main Line registration workstation
- ☐ Direct individuals who appear ill to Inside Sick Bay
- ☐ Refer individuals to mental health, as needed
- ☐ Refer individuals with language barriers to translator
- ☐ Report issues or problems to Fast Track area leader
- ☐ Notify security to handle disruptive individuals, as needed

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming reception staff

Pre-POD Debriefing

Purpose: Provide education and mental health services to non-eligible individuals.

Staff: Mental health professionals, crisis counselors, health educators, licensed practical or registered nurses, social workers and others with special training in counseling.

Process:

- Explain eligibility criteria to non-eligible individuals.
- Provide education regarding disease and prophylaxis.
- Provide mental health/crisis counseling as needed.
- Answer general questions as needed.
- Notify security to handle disruptive individuals.
- Report issues or problems to Pre-POD area leader.



JOB ACTION SHEET

Position: Debriefing Staff

Location: Pre-POD Debriefing Workstation

Role: Provide education and mental health services to non-eligible individuals

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Explain eligibility criteria to non-eligible individuals
- ☐ Provide mental health counseling to ineligible individuals
- ☐ Provide disease education and non-medical prophylaxis information
- ☐ Assist individuals with questions, concerns or fears
- ☐ Notify security to handle disruptive individuals, as needed
- ☐ Direct individuals out of the clinic area
- ☐ Report issues or problems to Pre-POD area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming debriefing staff

Pre-POD Sick Bay

Purpose: Attend to visibly ill individuals and coordinate transportation to acute care facilities or treatment centers.

Staff: Emergency medical technicians, licensed practical or registered nurses, physician assistants or paramedics.

Process:

- Wear appropriate PPE.
- Greet and comfort referred individuals.
- Provide individual with chair or cot.
- Contact EMS provider to transport to acute care facility or treatment center.
- Call security to handle disruptive individuals, as needed.
- Report issues or problems to Pre-POD area leader.



JOB ACTION SHEET

Position: Pre-POD Sick Bay Attendant

Location: Pre-POD Sick Bay

Role: Attends to visibly ill individuals and coordinates transportation to acute care facilities and treatment centers

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE
- ☐ Greet and comfort referred individuals
- ☐ Provide individual with chair or cot
- ☐ Contact EMS provider to transport to acute care facility or treatment center
- ☐ Notify security to handle disruptive individuals, as needed
- ☐ Report issues or problems to Pre-POD area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming Pre-POD Sick Bay staff

Pre-POD Monitor

Purpose: Assist with traffic flow outside of POD.

Staff: Administrative and/or clerical personnel with experience working with the public.

Process:

- Ensure smooth flow of traffic between workstations.
- Answer general questions about clinic, as needed, using published materials.
- Give directions, as needed (restrooms, break rooms, public telephones).
- Observe workers and participants for signs of fatigue, stress or anxiety and refer to debriefing staff.
- Report problems to Pre-POD area leader.
- Notify security to handle disruptive individuals, as needed.



JOB ACTION SHEET

Position: Pre-POD Monitor

Location: Roving

Role: Assist with clinic flow

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Direct participants to appropriate lines
- ☐ Call security to handle disruptive individuals, as needed
- ☐ Give directions, as needed (i.e., restrooms, public telephones, etc.)
- ☐ Refer individuals to mental health, as needed
- ☐ Refer individuals with language barriers to translator
- ☐ Report issues or problems to Pre-POD area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming Pre-POD monitors

Triage

Purpose: Sort participants into three groups based on criteria developed by the state and federal authorities, and direct them to the appropriate area. The three groups are: ill persons, non-eligible persons, and eligible persons.

Staff: Clinical health professionals and public health professionals with good decision-making skills.

Process:

- Wear appropriate PPE.
- Sort participants according to eligibility criteria.
- Identify individuals who meet target criteria and are well by placing a wristband on them.
- Direct individuals who meet target criteria and are well to the reception workstation at the POD or transportation holding area.
- Direct sick participants to Pre-POD Sick Bay, regardless of eligibility status. They may have symptoms of the illness to be prophylaxed, or another illness.
- Direct persons who do not meet eligibility criteria to the Pre-POD debriefing area.
- Distribute clinic information and answer questions/concerns as appropriate.
- Refer overly anxious and disruptive individuals to the Pre-POD debriefing area.
- Encourage form completion.
- When possible, work in pairs: one clinician and one non-clinician.
- Report issues or problems to the Pre-POD area leader.



JOB ACTION SHEET

Position: Triage Staff

Location: Triage Workstation

Role: Sort individuals based on pre-determined criteria and direct to appropriate area

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Verify eligibility criteria on registration form to receive medication
- ☐ Sort eligible, non-eligible and visibly ill individuals
- ☐ Place a wristband on eligible participants for admittance to the POD
- ☐ Direct eligible individuals to the POD registration workstation or transportation holding area
- ☐ Direct non-eligible individuals to the Pre-POD debriefing area
- ☐ Refer visibly ill individuals to the Pre-POD Sick Bay
- ☐ Answer general questions, as needed
- ☐ Report issues or problems to Pre-POD area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming triage staff

Registration/Education/Self-Screening (RESS) “Fast Track”

Purpose: Review contents of registration forms and direct participants to the appropriate workstation.

Staff: Health, public health or administrative professionals, or clerical staff with good decision making skills.

Process:

- Verify eligibility for Fast Track medication dispensing by checking registration form(s).
- Direct participants who have indicated no education concerns or medical contraindications to Fast Track medication dispensing workstation.
- Refer participants who have indicated education concerns to the MAIN Line education station. Call monitor to escort referred participant(s) to MAIN Line.
- Refer participants who have indicated medical contraindications to the MAIN Line education station. Call monitor to escort referred participant(s) to MAIN Line.
- Notify security to handle disruptive individuals, as needed.



JOB ACTION SHEET

Position: RESS Staff

Location: Fast Track RESS Workstation

Role: Review registration forms and direct participants to appropriate workstation

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Verify eligibility for Fast Track medication dispensing by checking registration form(s)
- ☐ Direct participants who have indicated no education concerns or medical contraindications to Fast Track medication dispensing workstation
- ☐ Refer participants who have indicated education concerns to the MAIN Line education station. Call monitor to escort referred participant(s) to MAIN Line
- ☐ Refer participants who have indicated medical contraindications to the MAIN Line education station. Call monitor to escort referred participant(s) to MAIN Line
- ☐ Notify security to handle disruptive individuals, as needed
- ☐ Report issues or problems to Fast Track area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming RESS staff

Fast Track Medication Dispensing

Purpose: Dispense appropriate prophylactic treatment.

Staff: Registered and advanced practice nurses, physicians, pharmacists (depending on training and type of prophylaxis), pharmacy technicians. Individuals administering smallpox vaccine must be vaccinated.

Process:

- Review registration form to confirm eligibility status and medication to be dispensed.
- Confirm consent signature(s). Household representative may sign consent on all forms for entire household.
- Apply patient identification label to medication container(s).
- Dispense/administer medication.
- Distribute educational/informational materials.
- Direct individual to exit, if dispensing non-injection prophylaxis.
- Dress injection site and direct individual to aftercare/observation workstation, if dispensing injection prophylaxis.
- Notify security to handle disruptive individuals, as needed.



JOB ACTION SHEET

Position: Fast Track Dispenser

Location: Fast Track Medication Dispensing Workstation

Role: Dispense appropriate prophylactic treatment

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Practice appropriate infection control measures
- ☐ Ensure proper reconstitution, use and storage of medication
- ☐ Following clinic protocols, dispense prophylaxis
- ☐ Attach patient identification label to container, if oral prophylaxis
- ☐ Provide patient education materials
- ☐ Direct individual to exit, if dispensing non-injection prophylaxis
- ☐ Dress injection site and direct individual to aftercare/observation workstation, if dispensing injection prophylaxis
- ☐ Report issues or problems to Fast Track area leader
- ☐ Notify security to handle disruptive individuals, as needed

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming Fast Track medication dispensing staff

Fast Track After Care & Observation (Injections only)

Purpose: Observe participants for negative reactions to vaccine or other injectable medication. Smallpox clinics are required to have this station.

Staff: Registered and licensed practical nurses, EMTs, paramedics, physician assistants (must have physician on site).

Process:

- Monitor for untoward or adverse reaction(s) to injection.
- Assure that participants remain at this workstation for at least 20 minutes.
- If no negative reactions are observed, direct to exit.
- If observe untoward reaction(s), provide first aid and/or arrange transportation as needed.
- Distribute and review packet of aftercare information.
- Following smallpox vaccination: teach site care, take reading, and follow-up.
- Report issues or problems to Fast Track area leader.
- Notify security to handle disruptive individuals, as needed.



JOB ACTION SHEET

Position: Fast Track Aftercare & Observation

Location: Fast Track Aftercare & Observation Workstation

Role: Explain post-vaccination follow-up and monitor for untoward affects

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Distribute and review packet of aftercare information
- ☐ Counsel individuals about proper vaccination site care
- ☐ Counsel individuals about "take" reading (smallpox only)
- ☐ Educate individuals about self-identification of Adverse Events
- ☐ Distribute list of hospitals designated to treat Adverse Events
- ☐ Observe individual for 20 minutes following vaccination
- ☐ If no negative reactions observed, direct to exit
- ☐ Report issues or problems to Fast Track area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming aftercare/observer staff

Registration (MAIN Line)

MAIN Line stands for “More Assessment or Information Needed” Line. This line is for those who have additional education or clinical questions. Participants who require extra assistance should be directed to this station. The registration workstation is the first station within the MAIN Line.

Purpose: Ensure form completion and process the participant to the appropriate next station.

Staff: Trained administrative and clerical personnel.

Process:

- Review completed form. All participants must have form completed by the time they reach this workstation.
- Verify registration form is complete and direct participant to the next workstation as follows:
 - If the participant requires education refer to the education workstation.
 - If the participant has completed the “Education Self-Screening” section appropriately but has concerns or medical questions, refer to the medical screening workstation.
- Keep all family members together as they move through the clinic. If one requires education or medical screening, they all must attend that workstation together.



JOB ACTION SHEET

Position: MAIN Line Registrar

Location: Registration Workstation

Role: Confirm completeness of registration form(s) and direct participants to the appropriate workstations.

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Confirm registration form is completed
- ☐ Direct individuals who have education questions to education workstation
- ☐ Direct individuals who have medical questions to medical screening workstation
- ☐ Refer individuals to mental health, as needed
- ☐ Refer individuals with language barriers to translator
- ☐ Report issues or problems to MAIN Line area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming MAIN Line registration staff

Education

Purpose: Provide information and answer questions.

Staff: Clinical health professionals and/or health educators. At least one clinical person must be available to address clinical questions from participants.

Process:

- Disseminate education materials regarding disease and prophylaxis.
- Answer general questions regarding the disease and prophylaxis.
- Direct individuals to the appropriate workstation (i.e., medical screening, medical consultation, POD Sick Bay or inside debriefing or MAIN Line medication dispensing).
- Notify translator(s) to assist individuals with language barriers.
- Notify security to handle disruptive individuals, as needed.



JOB ACTION SHEET

Position: Educator

Location: Education Workstation or Roving

Role: Provide information and answer questions

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Disseminate education materials regarding the disease and prophylaxis
- ☐ Answer general questions regarding the disease and prophylaxis
- ☐ Direct individuals with medical issues flagged on the registration form to the medical screening workstation
- ☐ Direct individuals who have no medical issues flagged on their form to the medication dispensing workstation
- ☐ Refer individuals to mental health, as needed
- ☐ Refer individuals with language barriers to translator
- ☐ Report issues or problems to MAIN Line area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming education staff

Medical Screening

Purpose: Assess participant for contraindications to prophylaxis.

Staff: Registered and advanced practice nurses, physician's assistants or physicians with valid licenses to practice in New Jersey.

Process:

- Evaluate the medical history portion of the registration form and indicate appropriate PEP, following POD protocols.
- Evaluate the medical history portion of the registration form of pediatric participants and indicate appropriate PEP and dosage, following POD protocols.
- Refer participants to medical consultation for further clinical evaluation, as needed.
- Refer anxious or overly worried individuals to the inside debriefing workstation.
- Refer participants who have completed medical screening to the medication dispensing workstation in the MAIN Line.



JOB ACTION SHEET

Position: Medical Screener

Location: Medical Screening Workstation

Role: Clears or defers for prophylactic treatment

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Review registration form to assess for contraindications
- ☐ Following clinic protocols, clear or defer for prophylaxis
- ☐ Following clinic protocols, determine proper medication regimen
- ☐ Indicate appropriate medication regimen on registration form
- ☐ Direct individual to medication dispensing workstation
- ☐ Refer individuals to medical consultation, as needed
- ☐ Refer individuals to mental health, as needed
- ☐ Report issues or problems to MAIN Line area leader
- ☐ Notify security to handle disruptive individuals, as needed

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming medical screening staff

MAIN Line Medication Dispensing

Purpose: Dispense appropriate prophylactic treatment.

Staff: Registered and advanced practice nurses, physicians, pharmacists (depending on training and type of prophylaxis), pharmacy technicians. Individuals administering smallpox vaccine must be vaccinated.

Process:

- Review registration form to confirm eligibility status and medication to be dispensed.
- Confirm consent signature(s). Household representative may sign consent on all forms for entire household.
- Apply patient identification label to medication container(s).
- Dispense/administer medication.
- Distribute educational/informational materials.
- Direct individual to exit, if dispensing non-injection prophylaxis.
- Dress injection site and direct individual to aftercare/observation workstation, if dispensing injection prophylaxis.
- Notify security to handle disruptive individuals, as needed.



JOB ACTION SHEET

Position: MAIN Line Dispenser

Location: MAIN Line Medication Dispensing Workstation

Role: Disseminate appropriate prophylactic treatment

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE and practice infection control measures
- ☐ Ensure proper reconstitution, use and storage of medication
- ☐ Following clinic protocols, dispense prophylaxis
- ☐ Attach patient identification label to container, if oral prophylaxis
- ☐ Provide patient education materials
- ☐ Direct individual to exit, if dispensing non-injection prophylaxis
- ☐ Dress injection site and direct individual to aftercare/observation workstation, if dispensing injection prophylaxis
- ☐ Report issues or problems to MAIN Line are leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming MAIN Line medication dispensing staff

MAIN Line After Care & Observation (smallpox only)

Purpose: Observe participants for negative reactions to vaccine or other injectable medication. Smallpox clinics are required to have this station.

Staff: Registered and licensed practical nurses, EMTs, paramedics, physician assistants (must have physician on site).

Process:

- Monitor for untoward or adverse reaction(s) to injection.
- Assure that participants remain at this workstation for at least 20 minutes.
- If no negative reactions are observed, direct to exit.
- If observe untoward reaction(s), provide first aid and/or arrange transportation as needed.
- Distribute and review packet of aftercare information.
- Following smallpox vaccination: teach site care, take reading, and follow-up.
- Report issues or problems to MAIN Line area leader.
- Notify security to handle disruptive individuals, as needed.



JOB ACTION SHEET

Position: MAIN Line Aftercare & Observation

Location: Aftercare & Observation Workstation

Role: Monitor individuals for negative reactions from vaccination and discuss injection site care

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Distribute and review packet of aftercare information
- ☐ Counsel individuals about proper vaccination site care
- ☐ Counsel individuals about "take" reading (smallpox only)
- ☐ Educate individuals about self-identification of Adverse Events
- ☐ Distribute list of hospitals designated to treat Adverse Events
- ☐ Observe individual for 20 minutes following vaccination
- ☐ If no negative reactions observed, direct to exit
- ☐ Report issues or problems to MAIN Line area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming MAIN Line aftercare/observation staff

POD Debriefing

Purpose: Provide mental health and crisis counseling services to clinic participants and workers.

Staff: Mental health professionals, crisis counselors, social workers, physicians and others with special training in counseling.

Process:

- Provide mental health services at the inside debriefing workstation or anywhere in the POD by roving.
- Monitor workers and participants for signs of fatigue or stress.
- Rotate inside debriefing workstation duties with roving duties.
- Escort anxious participants to inside debriefing workstation, as needed. When individual has calmed down, they must be escorted to appropriate workstation.
- Notify security to handle disruptive individuals, as needed.



JOB ACTION SHEET

Position: Mental Health/Crisis Counselor

Location: POD Debriefing Area and Roving

Role: Provide mental health and crisis counseling services to clinic participants and workers

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Monitor workers and individuals for signs of fatigue or stress
- ☐ Provide mental health services at inside debriefing workstation and throughout POD
- ☐ Rotate between inside debriefing workstation and roving debriefing
- ☐ Escort anxious individuals to inside debriefing workstation, as needed
- ☐ Escort calmed individual to appropriate workstation, as needed
- ☐ Notify security, as needed
- ☐ Report issues or problems to medical area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming mental health/crisis counselors

Medical Consultation

Purpose: Assist and evaluate those participants who have been referred from other stations because they have medical questions.

Staff: Physicians or advanced practice nurses who are licensed to practice in New Jersey and physician assistants (under supervision of a physician) may staff this station.

Process:

- Review medical history, contraindications and other concerns.
- Provide medical health assessment/referral/services, as needed.
- Make appropriate recommendation regarding PEP to be used.
- Make appropriate recommendation to defer prophylaxis and/or quarantine.
- Ensure epidemiological guidance and follow-up if individual is deferred or refuses prophylaxis.
- Direct participants to medication dispensing, as appropriate.
- Refer to Inside Sick Bay/debriefing, as needed.
- Notify security to handle disruptive individuals, as needed.



JOB ACTION SHEET

Position: Medical Consultant

Location: Medical Consultation Workstation

Role: Assess participants for contraindications to prophylactic treatment or other medical issues

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Review medical history, contraindications and other concerns
- ☐ Provide medical health assessment/referral/services, as needed
- ☐ Make appropriate recommendation regarding medical regimen to be used
- ☐ Make appropriate recommendation to defer prophylaxis and/or quarantine, as needed
- ☐ Ensure epidemiological guidance and follow-up if individual is deferred or refuses prophylaxis
- ☐ Refer to dispensing, as needed
- ☐ Refer to Inside Sick Bay, as needed
- ☐ Report issues or problems to medical area leader
- ☐ Notify security to handle disruptive individuals, as needed

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming medical consulting staff

POD Sick Bay

Purpose: Attend to visibly ill individuals and coordinate transportation to acute care facilities or treatment centers.

Staff: Emergency medical technicians, licensed practical or registered nurses, physician assistants or paramedics.

Process:

- Wear appropriate PPE.
- Greet and comfort referred individuals.
- Provide individual with chair or cot.
- Contact EMS provider to transport to acute care facility or treatment center.
- Refer to medical consultation, as needed.
- Call security to handle disruptive individuals, as needed.
- Report issues or problems to medical area leader.



JOB ACTION SHEET

Position: Sick Bay Attendant

Location: POD Sick Bay

Role: Attends to visibly ill individuals and coordinates transportation to acute care facilities

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Practice appropriate infection control measures
- ☐ Provide individual with chair or cot
- ☐ Contact EMS provider to transport to acute care facility
- ☐ Call security to handle disruptive individuals, as needed
- ☐ Refer to medical consult, as needed
- ☐ Report issues or problems to medical area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming Inside Sick Bay staff

POD Monitor

Purpose: Assist with traffic flow inside the POD.

Staff: Administrative and/or clerical personnel with experience working with the public.

Process:

- Ensure smooth flow of traffic between workstations.
- Answer general questions about clinic, as needed, using published materials.
- Give directions, as needed (restrooms, break rooms, public telephones).
- Observe workers and participants for signs of fatigue, stress or anxiety and refer to debriefing staff.
- Report problems to RESS area leader.
- Notify security to handle disruptive individuals, as needed.



JOB ACTION SHEET

Position: POD Monitor

Location: Various locations in the POD

Role: Assist with clinic flow

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Direct participants to appropriate lines
- ☐ Call security to handle disruptive individuals, as needed
- ☐ Give directions, as needed (i.e., restrooms, public telephones, etc.)
- ☐ Refer individuals to mental health, as needed
- ☐ Refer individuals with language barriers to translator
- ☐ Report issues or problems to Fast Track area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming inside monitor staff

Check-in

Purpose: Register workers and verify clinical credentials.

Staff: Administrative professionals or trained clerical personnel and volunteers are recommended to staff this station.

Process:

- Register all staff and volunteers as they report.
- Check photo identification of all clinic workers and volunteers.
- Check licenses of clinical staff.
- Direct workers to area leaders for job assignments.
- Provide workers with their job description.
- Inform workers of time and location of staff training session.
- Notify clinic communication officer if/when media arrive; prevent unescorted access to clinic areas.
- Report issues or problems to administrative area leader.
- Notify security to handle disruptive individuals, as needed.



JOB ACTION SHEET

Position: Check-in Clerk

Location: Check-in Workstation

Role: Register workers and verify clinical credentials

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Examine licenses of clinical workers for validity
- ☐ Confirm photo ID of workers and volunteers
- ☐ Provide workers and volunteers with POD ID badge
- ☐ Inform workers of time and location of staff training session
- ☐ Direct workers to area leaders for job assignments
- ☐ Report issues or problems to administrative area leader
- ☐ Notify security to handle disruptive individuals, as needed

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming check-in staff

Staff Trainer

Purpose: Provide orientation to clinic workers.

Staff: Clinical area leaders should orient clinical workers; administrative area leaders to orient non-clinical workers.

Process:

- Provide orientation for all workers.
- Provide information packets and job responsibilities to all workers.
- Convene clinic walk-through for all workers.
- Ensure all workers are oriented.
- Notify security to handle disruptive individuals, as needed.
- Report problems to administrative area leader.



JOB ACTION SHEET

Position: Staff Trainer

Location: On-site

Role: Provide orientation to clinic workers

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Orient staff regarding clinic functions
- ☐ Provide information packets and job responsibilities to all workers
- ☐ Convene clinic walk-through for all workers
- ☐ Ensure all workers are oriented
- ☐ Report issues or problems to administrative area leader
- ☐ Notify security to handle disruptive individuals, as needed

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming staff trainer

Security Liaison

Purpose: Assure security and order in the Pre-POD area and inside the POD.

Staff: Law enforcement, security personnel or military personnel.

Process:

- Deter public disturbances.
- Protect staff and participants.
- Safeguard medication and supplies.
- Maintain organized and appropriate traffic control.
- Report need for reinforcements to the POD Manager.



JOB ACTION SHEET

Position: Security Liaison

Location: On-site

Role: Ensure security and order

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Receive briefing from outgoing security staff
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Ensure security of clinic site and medication
- ☐ Ensure security staffing requirements are met
- ☐ Make appropriate job assignments
- ☐ Orient and supervise security staff
- ☐ Communicate with POD manager and security staff, as needed
- ☐ Communicate with law enforcement as needed
- ☐ Serve as trouble-shooter and resource person during clinic operation
- ☐ Report issues or problems to POD manager

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming security liaison

Security Staff

Purpose: Ensure security and order in assigned area.

Staff: Law enforcement, security personnel or military personnel.

Process:

- Deter public disturbances.
- Protect staff and participants.
- Safeguard medication and/or supplies.
- Maintain organized and appropriate crowd/traffic control.
- Respond to request(s) for assistance by clinic staff.
- Report need for reinforcements to security liaison.



JOB ACTION SHEET

Position: Security Staff

Location: On-site

Role: Maintain order within assigned area; keep security liaison informed about conditions

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Provide crowd control
- ☐ Assist roving staff as needed
- ☐ Communicate with and assist law enforcement as needed
- ☐ Communicate with area leader as needed
- ☐ Respond to request(s) for assistance from clinic staff
- ☐ Report issues or problems to security liaison

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming security liaison

Translator

Purpose: Provide translation services to individuals who do not speak English.

Staff: Multi-lingual staff.

Process:

- Provide translation services at the Pre-POD areas or inside the POD.
- Assist clinic workers and clinic participants with translation services to facilitate prophylaxis.
- Refer anxious participants to the debriefing area.
- Notify security to handle disruptive individuals, as needed.
- Report problems to appropriate area leader:
 - Outside translators report to Pre-POD area leader.
 - Inside translators report to the administrative area leader.



JOB ACTION SHEET

Position: Translator

Location: Roving

Role: Provide translation services for individuals who do not speak English

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Provide assistance translating registration form
- ☐ Provide translation services for participants at workstations
- ☐ Provide translation assistance throughout POD, as needed
- ☐ Report issues or problems to appropriate area leader:
 - Outside translators report to Pre-POD area leader
 - Inside translators report to administrative area leader
- ☐ Notify security to handle disruptive individuals, as needed

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming translators

Hospitality

Purpose: Provide support services to clinic workers.

Staff: Administrative and/or clerical staff.

Process:

- Refer workers to debriefing staff, as needed.
- Maintain adequate supplies of food and drink.
- Report issues or problems to appropriate area leader:
 - Outside hospitality reports to Pre-POD area leader.
 - Inside hospitality reports to administrative area leader.
- Maintain a clean and comfortable break area.
- Assist in others duties as assigned.



JOB ACTION SHEET

Position: Hospitality Staff

Location: Hospitality Area

Role: Responsible for break area for workers

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Maintain a clean and comfortable break area
- ☐ Refer workers to debriefing staff as needed
- ☐ Maintain adequate supplies of food and drink
- ☐ Report issues or problems to appropriate area leader:
 - Outside hospitality reports to the Pre-POD area leader
 - Inside hospitality reports to the administrative area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming hospitality staff

Housekeeping

Purpose: Maintain clean and tidy public areas and workstations in the Pre-POD areas or inside of the POD.

Staff: Housekeeping Personnel

Process:

- Empty trash and medical waste from workstations.
- Dispose of waste from public areas.
- Replenish bathroom supplies.
- Maintain clean and dry public areas.
- Notify security to handle disruptive individuals, as needed
- Report problems to appropriate area leader:
 - Outside housekeeping reports to the Pre-POD area leader.
 - Inside housekeeping reports to administrative are leader.



JOB ACTION SHEET

Position: Housekeeping Staff

Location: On-site

Role: Responsible for housekeeping activities inside the POD or the Pre-POD areas

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Empty trash and medical waste
- ☐ Properly dispose of trash and medical waste
- ☐ Replenish bathroom supplies, in both public areas and in hospitality workstation(s)
- ☐ Maintain clean and dry public and clinic area (i.e., sweeping, mopping)
- ☐ Report issues or problems to appropriate area leader
 - Outside housekeeping reports to Pre-POD area leader
 - Inside housekeeping reports to administrative area leader
- ☐ Notify security to handle disruptive individuals, as needed

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming housekeeping staff

Communications Technician

Purpose: Oversee technology needs at the POD.

Staff: Professional or administrative staff with computer and/or portable communication device experience.

Process:

- Assist with set-up of audiovisual and other equipment.
- Maintain technology needs during clinic.
- Ensure equipment is functional and in working order.
- Notify security to handle disruptive individuals, as needed.
- Report problems to administrative area leader.



JOB ACTION SHEET

Position: Communications Technician

Location: On-site

Role: Assist clinic staff with technology needs

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Assist with set-up of audiovisual and equipment
- ☐ Ensure equipment is functional and in working order
- ☐ Maintain technology needs during clinic
- ☐ Report issues or problems to administrative area leader
- ☐ Notify security to handle disruptive individuals, as needed

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming communications technician

Runner

Purpose: Assisting staff at the POD workstations

Staff: Energetic individual with experience working with the public

Process:

- Locate and acquire items and services for participants as requested by workers.
- Hand carry messages and other communication to workstations.
- Give directions, as needed (e.g., restrooms, public telephones).
- Report issues or problems to Fast Track area leader.
- Notify security to handle disruptive individuals, as needed.



JOB ACTION SHEET

Position: Runner

Location: On-site

Role: Assisting staff at the POD workstations

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Locate and acquire items for participants at the request of workers (e.g., wheelchair)
- ☐ Locate and acquire service provider for participants at the request of workers (e.g., translation services, mental health counseling)
- ☐ Hand carry communications to various workstations
- ☐ Assist staff with various duties, as needed
- ☐ Call security to handle disruptive individuals, as needed
- ☐ Give directions, as needed (e.g., restrooms, public telephones)
- ☐ Report issues or problems to Fast Track area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming Runner

Workstation Communication Contact

Purpose: Communicating with staff at the workstation.

Staff: Designated staff person at each workstation.

Process:

- Act as point person to receive messages from clinic administration and other communication contacts.
- Disseminate messages from clinic administration and other communication contacts to workstation staff.
- Respond to communication requests and issues from clinic administration and staff, as needed.
- Use communication equipment or interpersonal communication strategies to relay messages to workstation staff.
- Report issues or problems to area leader.



JOB ACTION SHEET

Position: Workstation Communication Contact

Location: At each workstation

Role: Communicate with workers and clinic administration at the workstation

Before your shift:

- ☐ Register at check-in
- ☐ Clearly display ID badge
- ☐ Familiarize self with location of all clinic areas
- ☐ Attend clinic orientation

During your shift:

- ☐ Wear appropriate PPE, as needed
- ☐ Act as point person to receive messages from clinic administration and communication contacts
- ☐ Act as point person to disseminate messages from clinic administration and communication contacts to workstation staff
- ☐ Ensure that staff at workstation is kept informed of clinic updates
- ☐ Respond to communication requests from clinic staff, as needed
- ☐ Use communication equipment or effective interpersonal strategies to relay information to workstation staff
- ☐ Call security to handle disruptive individuals, as needed
- ☐ Report issues or problems to area leader

After your shift:

- ☐ Assist with tear down and clean up of clinic
- ☐ Attend staff debriefing at shift change and/or at the close of clinic
- ☐ Prepare clinic for next day operations, as needed
- ☐ Brief in-coming workstation communication contact